



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

206 MAY 30 PM
28-APR-2006

Repository

Reference No.

10156382

OWNER INFORMATION (Type or Print)

Name

Address

City TALLAHASSEE

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner Date 5/5/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1LNMBG5G4

Make

LINCOLN

Model

LS

Model Year

2003

9-Aug-02

Date Purchased

28-JAN-03

Dealer's Name and Telephone Number

THOMASVILLE FORD 800 255 1282

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

THOMASVILLE

State

GA

Zip Code

31792

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

28-APR-2006

Failure Mileage

10000

37000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/55R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment

Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

Y

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED THE VEHICLE HAD JUST BEEN PARKED, WITH THE BRAKE PEDAL DEPRESSED THE VEHICLE ACCELERATED FORWARD. THE VEHICLE WENT OVER A CURB, HIT A TREE, AND WAS STOPPED AFTER HITTING TWO OTHER VEHICLES. THERE WAS A POLICE REPORT TAKEN AT THE SCENE. THE VEHICLE WAS TOWED TO THE DEALERSHIP, BUT THEY WERE UNABLE TO DETERMINE A PROBLEM. THE VEHICLE HAD ACCELERATING PROBLEMS WHILE DRIVING AT VARIOUS SPEEDS PRIOR TO THIS INCIDENT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

DO NOT WRITE IN THIS SPACE

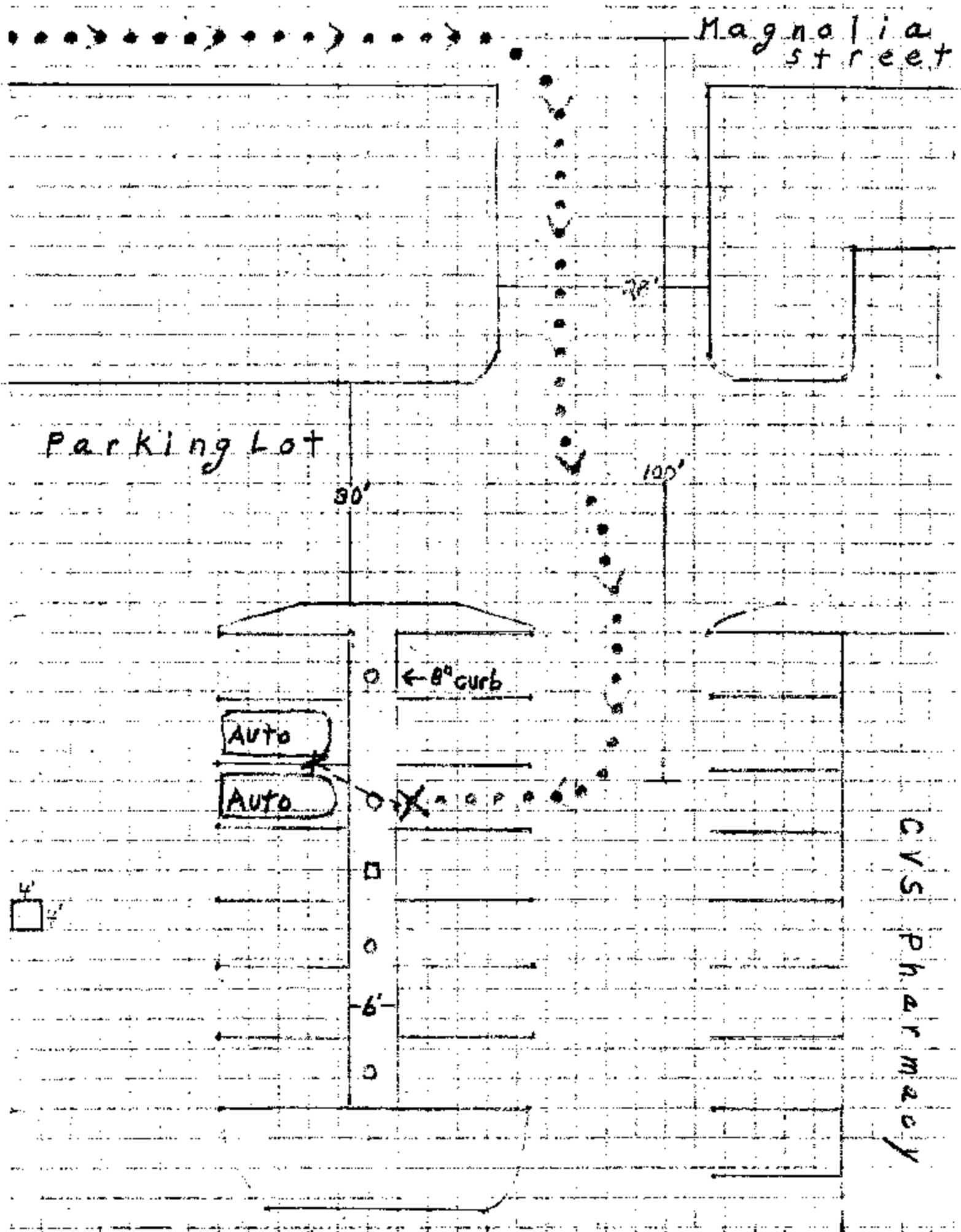
- DRIVER REPORT OF TRAFFIC CRASH
- DRIVER EXCHANGE OF INFORMATION

Time & Location	DATE OF CRASH 09/21/06	TIME OF CRASH 12:26	TIME OFFICER NOTIFIED AM PM	TIME OFFICER ARRIVED AM PM	REPORT AGENCY REPORT NUMBER 06 012393	HIGH CRASH OFFICIAL NUMBER 08807209																																										
	COUNTY / CITY CODE	FEET	MILES	CRASH TOWN	(Check 1st 3 of town)	PO BOX																																										
Vehicle	AT NODE NO.	FEET	MILES	FROM NODE NO.	NEXT NODE NO.	NO. OF LANES	1. ONEID	2. UNIDIR																																								
	AT THE INTERSECTION OF						FROM INTERSECTION OF																																									
Vehicle	YEAR	MAKE (incl. Mod.)	TYPE (incl. Bus, Coach, Van)	VIN (Last 4)	DRIVER LICENSE NUMBER	DRIVER LICENSE STATE	VEHICLE IDENTIFICATION NUMBER																																									
	Check Area of Vehicle Damage	Front	R / Front	L / Front	R / Side	L / Side	Rear	R / Rear	L / Rear	EST. VEHICLE DAMAGE	VEHICLE REMOVED BY:	1. Tow Station List	2. Tow Owner's Request	3. Other																																		
Pedestrian	NAME OF PASSENGER												CURRENT ADDRESS (Number and Street)												CITY AND STATE												ZIP CODE											
	TYPE												DRIVER / PEDESTRIAN HOME PHONE												DRIVER / PEDESTRIAN BUSINESS PHONE												DATE OF BIRTH											
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	TYPE												DRIVER / PEDESTRIAN HOME PHONE												DRIVER / PEDESTRIAN BUSINESS PHONE												DATE OF BIRTH											
Violator(s)	SECTION #	NAME OF VIOLATOR				FL. STATUTE NUMBER				CHARGE				CITATION NUMBER																																		
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*	PROPERTY DAMAGED - OTHER THAN VEHICLES				EST. AMOUNT				OWNER'S NAME				ADDRESS				CITY				STATE				ZIP																							
	WRECK NAME (if)				CURRENT ADDRESS				EST. STATE				ZIP CODE				WITNESS NAME (if)				CURRENT ADDRESS				CITY & STATE				ZIP CODE																			

YOU MUST READ AND COMPLY WITH THE INSTRUCTIONS ON THE BACK OF THIS FORM
 NO FURTHER ACTION REQUIRED BY YOU, REPORT COMPLETED BY LAW ENFORCEMENT AGENCY.

Ref # 10156382
Auto 2003 Lincoln LS

Date of Incident Apr 20 2006
21



Saturday, April 22, 2006

**Attorney of Record for
Ford: Sudden Unintended
Acceleration
& Stuck Throttles**

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ewg.org

FORD: SUDDEN UNINTENDED ACCELERATION & STUCK THROTTLES



The driver of this 1998 Lincoln Town Car was severely injured and her young daughter killed when the cruise control actuator cable caused the throttle to remain open as she was trying to bring the vehicle to a stop.

Ford's Fatal Cruise

Millions of drivers and occupants of Ford cars, trucks and SUVs today are at risk of losing control of their vehicles and being involved in deadly high-speed crashes as the result of defects in the design of the electronic speed control ("cruise control") systems employed in Ford vehicles. For the past two decades, Ford Motor Company has reaped huge profits from selling the popular cruise control system as an option to customers without warning them about what Ford has known: that the speed control system in their vehicles could fail in a variety of ways and cause an out-of-control acceleration, leading to severe injury and death.

Ford's engineers have admitted that their speed control system can

- (1) misinterpret electronic signals generated within the vehicle and suddenly accelerate without any driver input;
- (2) react to externally-generated radio transmissions and suddenly go out of control; and
- (3) fail to disengage or allow the throttle to return to idle when the driver is attempting to slow down or stop, suddenly working against and sometimes overpowering the driver's braking action.

Men and women of all ages and walks of life have experienced these events, often times with fatal and tragic results.

In one case, a Hertz lot attendant at an airport facility got into a Lincoln Town Car that had just been returned by a customer, intending to drive i

through the car wash. He turned on the ignition. The instant he put it into "Drive," the Town Car roared off and careened into several other Hertz vehicles and a building. He swore that he had his foot on the brake when engaging the gear, as he had done with hundreds of other Ford vehicles in the Hertz lot that week. He was fired from his job.



1998 Lincoln Town Car

A Secret Service agent on official duty near the Vice-President's home in Washington, D.C., got into a Ford Crown Victoria, intending to move it only a few feet, when suddenly it accelerated out of control, in reverse. "I didn't know what was going on," he recalls. "I hit the brake immediately, and at that time the brake didn't seem to stop the vehicle. It still...the tires were squealing, and right behind me was a rail, and the car

backed up into it, putting itself on top [of the rail]."

A mother and her 14-year-old daughter were returning from a shopping trip and were turning onto an exit ramp from an Interstate highway. Both were secured in their seat belts in their 1998 Lincoln Town Car, and the vehicle's cruise control was engaged. As the driver stepped on the brake to slow down, the cruise control actuator cable stuck in the open throttle position and would not allow the engine to return to idle. Instead of responding to the driver's frantic braking, the Town Car left the road at a high rate of speed and crashed into a rock embankment. The mother received severe, permanent injuries and her daughter was killed.

When victims of these sudden-unintended-acceleration or stuck-throttle events have complained to Ford, the automaker has invariably blamed the driver, alleging that the driver must have pressed the accelerator or allowed the floor mat to interfere with its operation. When victims have asked the National Highway Safety Administration to investigate, the agency has relied almost exclusively on Ford's explanations and statistics and has accepted Ford's denial that there is a design defect. The result has been that the in-depth investigation of these design defects and ultimate justice for the victims has fallen upon the shoulders of experienced plaintiffs' lawyers willing to expend the time, energy and money necessary to expose the true facts and circumstances and hold Ford Motor Company accountable.

In recent litigation, Ford has been required to disclose documents that revealed the breadth of the problem (almost no Ford vehicle is exempt, and failures have been reported in such popular models as the Taurus, Explorer, Mercury Marquis, Crown Victoria, Lincoln Continental and F-Series pickup trucks); the company's prior knowledge of the cruise control design defects and its efforts to keep them hidden. Ford today is finding it difficult to hide behind its decades-old strategy of claiming that "these failures don't occur in the real world" in the face of hundreds of highly-credible victims (including Secret Service agents and police officers) who have come forward and testified about their horrific experiences when their Ford vehicles they were driving suddenly took off on them or failed to respond to a braking command. As a result, victims are winning their cases against Ford.

Lincoln Customer Service
Customer Service Division
Post Office Box 490
Dearborne, MI 48121

Dear Mr. Gilbert:

First, I need to tell you that we have always owned Ford products, the most notable being Ford Thunderbird 1957, Ford Thunderbird 1963, Mustang 1967, Ford Station Wagon, Ford Truck 150 (still own), Lincoln Mark IV, two Lincoln LS, and even an antique Model A. We want to buy American, even though our children think we are crazy. We have had good luck with Ford products in the past and have been very satisfied. However, this is a problem Ford needs to address

Time Line:

In January of 2002 we purchased a 2000 Lincoln LS from the Ford Dealership in Thomasville, Georgia (with an extended warranty). We experienced some minor problems with the transmission. Specifically, racing engine, high RPMs and little car movement. All service was systematic and done by a Lincoln dealer.

- In July 2003, I tried to bring the Lincoln LS to Washington, DC, where I was working in a Congressional Office, in January of that year. During the trip the problem was magnified because we were trying to drive at higher speeds. It became impossible to drive on the highway, and we stopped for fear of damaging the engine. Unfortunately, the dealer had not forwarded the warranty paperwork, so we had to use my husband's towing service.
- Finally, the car was towed to the dealership in Savannah. They could not find the problem. When the dealer released the car, my son-in-law tried to drive it home and transmission oil was pouring out everywhere.
- It was then towed to the Thomasville dealership where we bought it. They could not identify the problem and suggested we get another car.

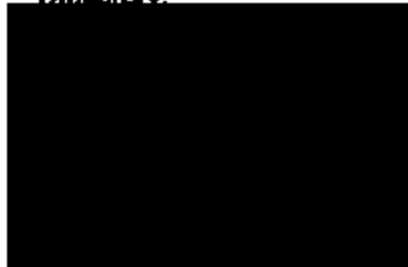
In August of 2003 we purchased a 2003 Lincoln LS from the Ford Dealership in Thomasville, Georgia. All service has been systematic and done by a Lincoln dealer.

- About two months ago, the check engine light went on. Also, the wrench light would light when starting and the motor would stall out. We called the dealer who said it was probably ok if there was no trouble with driving. However, we continued to have problems with acceleration, starting and cutting out, etc. so we took it in. (see enclosed work order) When the car was returned the engine light was off. However it seemed to lurch forward at slow speeds for no reason.

Mar 30-04

- We had the car back approximately 3 weeks when I was pulling into a CVS ^{Apr 21-06} Parking lot on the corner of Apalachee Parkway and Magnolia Street. I made a right turn into the lot from Magnolia, drove in front of the store about 20 yards and pulled into a parking space. (see enclosed diagram) When I was in the parking space, the car suddenly lurched forward, jumped an 8 inch curb and hit a small tree. As it lunged across the median, I was able to steer it between two parked cars on the parking area facing the area I pulled into. I tried to press the brakes, but they seemed locked. The car stopped at an angle with the tree bent down and lodged between my car and the other car on the left side and my front fender jammed into the doors on the car on the right side. (see pictures)
- Fortunately, I was not seriously injured, although I have been very nervous about driving since. Also, I am grateful that no one was in the area because I would not have been able to do anything to prevent hitting them.
- A stranger came out of the store and indicated he had the same problem with his dad's Lincoln and the dealer could not find the cause. Finally they got rid of it. Another person at my work indicated an identical problem with their Lincoln. It was apparent that both people felt very strongly about their experience, enough to come forward and get involved.
- There are numerous internet references to unintended acceleration or stuck throttle problems with Ford Products. The Ford dealership in Tallahassee says they find nothing wrong with the car which would have caused this to happen. However, it did happen. No reasonable person could think that it was anything other than an unusual thrust of the car unrelated to anything the driver did or could have done to prevent it. I would not feel right about trading this car and knowing that the dealer would sell it to someone else without determining the problem.
- As a Ford customer of over 30 years, I have an expectation that your Customer Service Department will take the necessary steps to correct the situation to our satisfaction.

Sincerely,



Draft

Not yet sent
to Lincoln

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**